

Claims

[c1] 1.A computerized method for tracking equipment repair comprising:

receiving an equipment identification of an item of equipment to be repaired from a user;

providing said user with a list of common problems for said item of equipment and a component hierarchy for said item of equipment;

receiving input from said user in response to said list of common problems and said component hierarchy; and

in response to said input from said user, providing said user with detailed information regarding said item of equipment, said detailed information comprising at least one of the number of failures, the probability of failure, the mean time between failures, the occurrence of the most recent failure for each component, and the next expected failure.

[c2] 2.The method in claim 1, wherein said process of providing said user with said component hierarchy includes allowing said user to browse through multiple levels of said component hierarchy and select at least one com-

ponent from any level of said component hierarchy.

- [c3] 3.The method in claim 1, wherein said process of providing said detailed information includes providing detailed information for similar equipment.
- [c4] 4.The method in claim 1, wherein said detailed information further comprises all successful repairs related to said problem, with the most recent successful repairs being listed first.
- [c5] 5.The method in claim 1, wherein if no problem is selected by said user, said detailed information comprises all successful repairs matching any component selected by said user.
- [c6] 6.The method in claim 1, wherein if no components are selected by said user, said detailed information comprises all successful repairs of major components matching any problem selected by said user.
- [c7] 7.The method in claim 1, wherein if no components and no problems are selected by said user, said detailed information comprises all successful repairs of major components.
- [c8] 8.A computerized method for tracking equipment repair comprising:

receiving an equipment identification of an item of equipment to be repaired from a user;
providing said user with a list of common problems for said item of equipment and a component hierarchy for said item of equipment;
receiving input from said user in response to said list of common problems and said component hierarchy;
and
in response to said input from said user, providing said user with detailed information regarding said item of equipment, said detailed information comprising the number of failures, the probability of failure, the mean time between failures, the occurrence of the most recent failure for each component, and the next expected failure.

[c9] 9.The method in claim 8, wherein said process of providing said user with said component hierarchy includes allowing said user to browse through multiple levels of said component hierarchy and select at least one component from any level of said component hierarchy.

[c10] 10.The method in claim 8, wherein said process of providing said detailed information includes providing detailed information for similar equipment.

[c11] 11.The method in claim 8, wherein said detailed infor-

mation further comprises all successful repairs related to said problem, with the most recent successful repairs being listed first.

[c12] 12.The method in claim 8, wherein if no problem is selected by said user, said detailed information comprises all successful repairs matching any component selected by said user.

[c13] 13.The method in claim 8, wherein if no components are selected by said user, said detailed information comprises all successful repairs of major components matching any problem selected by said user.

[c14] 14.The method in claim 8, wherein if no components and no problems are selected by said user, said detailed information comprises all successful repairs of major components.

[c15] 15.A computerized method for tracking equipment repair comprising:

receiving an equipment identification of an item of equipment to be repaired from a user;

providing said user with a list of common problems for said item of equipment and a component hierarchy for said item of equipment;

receiving input from said user in response to said list

of common problems and said component hierarchy; in response to said input from said user, providing said user with detailed information regarding said item of equipment, said detailed information comprising at least one of the number of failures, the probability of failure, the mean time between failures, the occurrence of the most recent failure for each component, and the next expected failure; maintaining a database of said detailed information based on repair history input from said user; and calculating said mean time between failures by ignoring repairs where the same problem occurred within a predetermined time of the most recent failure.

[c16] 16.The method in claim 15, wherein said process of providing said user with said component hierarchy includes allowing said user to browse through multiple levels of said component hierarchy and select at least one component from any level of said component hierarchy.

[c17] 17.The method in claim 15, wherein if no problem is selected by said user, said detailed information comprises all successful repairs matching any component selected by said user.

[c18] 18.The method in claim 15, wherein if no components

are selected by said user, said detailed information comprises all successful repairs of major components matching any problem selected by said user.

[c19] 19.The method in claim 15, wherein if no components and no problems are selected by said user, said detailed information comprises all successful repairs of major components with the most recent successful repairs being listed first.

[c20] 20.A computerized method for tracking equipment repair comprising:
receiving an equipment identification of an item of equipment to be repaired from a user; and
providing said user with detailed information regarding said item of equipment, said detailed information comprising at least one of the number of failures, the probability of failure, the mean time between failures, the occurrence of the most recent failure for each component, and the next expected failure.

[c21] 21.The method in claim 20, wherein said process further comprises providing said user with a component hierarchy that allows said user to browse through multiple levels of said component hierarchy and select at least one component from any level of said component hierarchy.

- [c22] 22.The method in claim 20, wherein said process of providing said detailed information includes providing detailed information for similar equipment.
- [c23] 23.The method in claim 20, wherein said detailed information further comprises all successful repairs related to said problem, with the most recent successful repairs being listed first.
- [c24] 24.The method in claim 20, wherein if no problem is identified by said user, said detailed information comprises all successful repairs matching any component selected by said user.
- [c25] 25.The method in claim 20, wherein if no components are identified by said user, said detailed information comprises all successful repairs of major components matching any problem selected by said user.
- [c26] 26.The method in claim 20, wherein if no components and no problems are identified by said user, said detailed information comprises all successful repairs of major components.
- [c27] 27.A computerized service for tracking equipment repair comprising:
receiving an equipment identification of an item of equipment to be repaired from a user;

providing said user with a list of common problems for said item of equipment and a component hierarchy for said item of equipment;
receiving input from said user in response to said list of common problems and said component hierarchy;
and
in response to said input from said user, providing said user with detailed information regarding said item of equipment, said detailed information comprising at least one of the number of failures, the probability of failure, the mean time between failures, the occurrence of the most recent failure for each component, and the next expected failure.

[c28] 28.The service in claim 27, wherein said process of providing said user with said component hierarchy includes allowing said user to browse through multiple levels of said component hierarchy and select at least one component from any level of said component hierarchy.

[c29] 29.The service in claim 27, wherein said process of providing said detailed information includes providing detailed information for similar equipment.

[c30] 30.The service in claim 27, wherein said detailed information further comprises all successful repairs related to said problem, with the most recent successful repairs

being listed first.

- [c31] 31.The service in claim 27, wherein if no problem is selected by said user, said detailed information comprises all successful repairs matching any component selected by said user.
- [c32] 32.The service in claim 27, wherein if no components are selected by said user, said detailed information comprises all successful repairs of major components matching any problem selected by said user.
- [c33] 33.The service in claim 27, wherein if no components and no problems are selected by said user, said detailed information comprises all successful repairs of major components.
- [c34] 34.A program storage device readable by computer tangibly embodying a program of instructions executable by said computer, said program of instructions comprising a method for tracking equipment repair comprising:
receiving an equipment identification of an item of equipment to be repaired from a user;
providing said user with a list of common problems for said item of equipment and a component hierarchy for said item of equipment;
receiving input from said user in response to said list

of common problems and said component hierarchy;
and
in response to said input from said user, providing
said user with detailed information regarding said
item of equipment, said detailed information comprising at least one of the number of failures, the probability of failure, the mean time between failures, the occurrence of the most recent failure for each component, and the next expected failure.

[c35] 35.The program storage device in claim 34, wherein said process of providing said user with said component hierarchy includes allowing said user to browse through multiple levels of said component hierarchy and select at least one component from any level of said component hierarchy.

[c36] 36.The program storage device in claim 34, wherein said process of providing said detailed information includes providing detailed information for similar equipment.

[c37] 37.The program storage device in claim 34, wherein said detailed information further comprises all successful repairs related to said problem, with the most recent successful repairs being listed first.

[c38] 38.The program storage device in claim 34, wherein if no

problem is selected by said user, said detailed information comprises all successful repairs matching any component selected by said user.

[c39] 39The program storage device in claim 34, wherein if no components are selected by said user, said detailed information comprises all successful repairs of major components matching any problem selected by said user.

[c40] 40.The program storage device in claim 34, wherein if no components and no problems are selected by said user, said detailed information comprises all successful repairs of major components.

[c41] 41.A computerized system for tracking equipment repair comprising:

- means for receiving an equipment identification of an item of equipment to be repaired from a user;

- means for providing said user with a list of common problems for said item of equipment and a component hierarchy for said item of equipment;

- means for receiving input from said user in response to said list of common problems and said component hierarchy; and

- means for providing, in response to said input from said user, said user with detailed information regarding said item of equipment, said detailed information

comprising at least one of the number of failures, the probability of failure, the mean time between failures, the occurrence of the most recent failure for each component, and the next expected failure.